

OFFICE OF THE HUMAN

The NRC's Knowledge Management Program

Program Overview

1. Broad Communications Artifacts

Yellow Announcements NRC Reporter **EDO Updates** Communications Plans NRandC Monthly Newsletter Internal and External Web Pages



Aggregate and **Contextualize Content**

2. KM Leadership Communications Artifacts

KMSC Minutes KM Dashboard Interagency Groups KM Scan (Quarterly)

3. Social Media Tools:

CoPs - Knowledge Center CoP Community Digests, Blogs



KM Staff (project leads) All Staff (knowledge communities/consumers)

Grass-Roots: Social Media Artifacts

Social media boundaries outside the agency

Communities of Practice Communities of Interest (forums, community activities, etc.) Virtual Environments (Second Life) Blogs (My Space, Vault)

Wikis (Wikipedia)



News Aggregation (Digg) Collaboration (Temoye) Digital Video (YouTube) Social Networking (Facebook, LinkedIn) Social Bookmarking (deLicio.us) Podcasting

Impact of Knowledge Loss

Knowledge Loss Factors

- Increasing retirements
- Mid Career transfers Increased workforce mobility
- Work/Life Issues

All contribute to over all agency knowledge loss.

Potential decrease in efficiency Increased risk of errors Slower evaluations

Agency's gency objectives

loss leads to

Potential decrease in effectiveness

not met

Negative impact on overall performance

Potential increase in

Reduced risk of errors

efficiency

U.S.NRC KNOWLEDGE CENTER

A place to collaborate, capture, and share knowledge to build organizational memory.



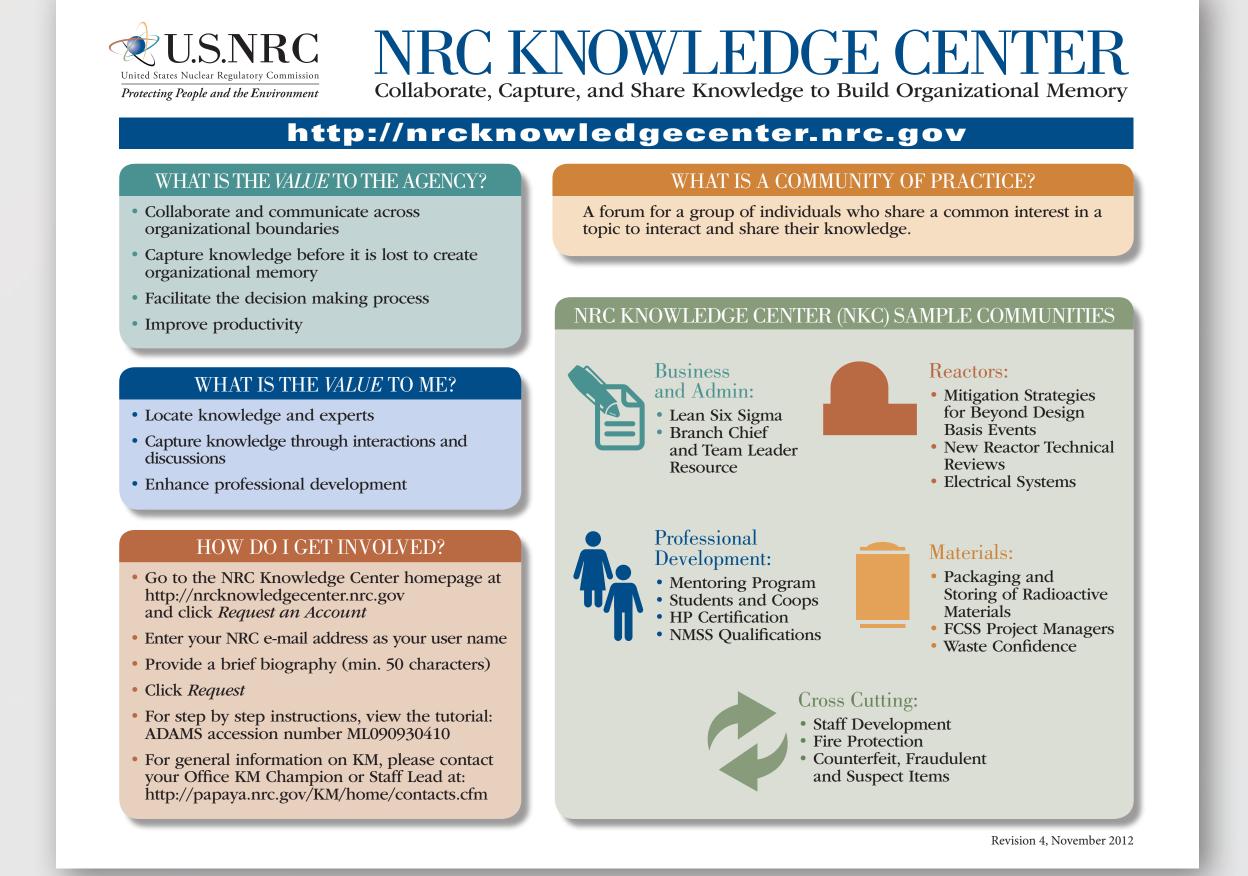
Community of Practice A forum for a group of individuals who share a common interest in a topic to interact and share their knowledge.

Value to the NRC



- Collaborate and communicate across organizational boundaries
- Capture knowledge before it is lost to create organizational memory
- Facilitate decisionmaking process
- Improve productivity

- Value to You Locate knowledge and experts
 - Capture knowledge through interactions and discussions
 - Enhance professional development



Benefits of Knowledge Retention

Roles and Communities

Knowledge Management Steering Committee (KMSC)

• The KMSC is the governing body of the NRC's KM Program.

Agency KM Champion

• The Agency KM Champion serves as a strategic voice of the NRC, amplifying the direction and purpose of the KM Program.

Agency KM Coordinator

 The Agency KM Coordinator works to develop and enact initiatives in support of the KM Program and to provide expert guidance to managers and staff around the theory and practice of knowledge management.

KM Community of Practice

• The KM community of practice represents all practitioners working on KM for the agency. Managers and staff involved share knowledge and advice about KM approaches.

Knowledge Retention Benefits:

- Capture of explicit and tacit knowledge
- Sharing knowledge across agency
- Development of collaborative tools to facilitate knowledge
- Build an organizational memory

More timely evaluations ipports Agency's strategic cnowledge objectives are met retention and use Potential increase in effectiveness

> Ability to build an past knowledge

Net positive impact on overall performance

NRC Knowledge Center Desk Guide

